



SMALL BUSINESS HEALTH OPTIONS PROGRAM  
MARKETPLACE

# BILLING AND PAYMENT SYSTEM USER GUIDE FOR AGENTS/BROKERS

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# SHOP Marketplace Billing and Payment System for Agents/Brokers

If you're an authorized agent/broker helping an employer with SHOP Marketplace coverage, follow these steps to view an employer's invoice history, invoice adjustments, and payment history. **Remember, you can't make premium payments for employers.**

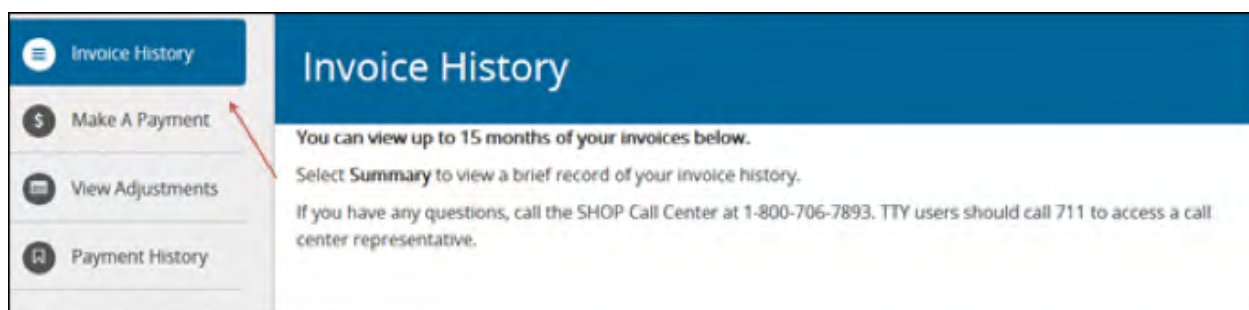
## Employer payment and billing

- **Log into your HealthCare.gov account.** Visit [HealthCare.gov/marketplace/small-businesses/agent](https://www.healthcare.gov/marketplace/small-businesses/agent) and enter your Marketplace username and password.
- **Select employer.** Choose the employer from your list of clients to access the employer's account. **Note:** You must be authorized by the employer to access their account.
- **Access employer's account.** Select the **Employer Payment and Billing** link in **My account** to enter the online payment system.

## Invoice history

To view a history of your invoices, select **Employer Payment and Billing** link in **My account**. Then select **Invoice History**.

- You'll see the invoice date, amount paid, and invoice summary for up to 15 months of payments.



- Select the **Summary** link to view the invoice details for a specific month. You'll see:
  - o Previous balance/current monthly balance
  - o Total monthly invoiced amount/payments received after the last invoice
  - o Enrollment adjustments received after the last invoice
  - o Current balance due/payment due date
  - o Minimum due to be considered paid in full

Invoice History

Make A Payment

View Adjustments

Payment History

## Invoice Summary

Please see your Invoice summary below.


Invoice At-A-Glance  
July 10, 2014  
Invoice # 123474  
[View Full Invoice PDF](#)

Invoice Details	Amount
Previous Balance <i>"Past Due, Please pay immediately"</i>	\$1,750.00
Current Monthly Premiums Invoiced	\$1,800.00
Total Monthly Invoiced Amount	\$3,550.00
Payments Received after the last Invoice on: 07-15-2014	\$1,750.00
Enrollment adjustments received after the last Invoice <i>"See View Adjustments tab"</i>	(\$36.00)
Current Balance Due	\$1,800.00
Minimum Due to be considered Paid In Full	\$1,764.00

Payment is due on August 1, 2014.

[Return to the Invoice History](#)

- Select the **View Full Invoice** link to see the entire invoice in PDF format. (You'll need Adobe reader to view the invoice. Download Adobe reader free at <http://get.adobe.com/reader/>).



SHOP Marketplace  
PO Box 2130  
South Portland ME 04116

CONTACT NAME  
EMPLOYER NAME  
2200 PRODUCTION DRIVE  
INDIANAPOLIS IN 46241

**Invoice**

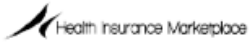
Date: 01/10/2014  
Invoice Number: 000000001  
Employer ID: XXXXXXXX34IN  
Coverage Period: 02/01/2014 – 02/28/2014  
Amount Due: \$4270.00  
Date Due: 02/01/2014  
Autopay scheduled on 02/01/2014

Payment options

Pay online:  
[HealthCare.gov/small-businesses](http://HealthCare.gov/small-businesses)  
Pay by phone: 1-800-706-7893  
(9:00AM – 7:00PM EST M-F)  
Pay by mail (allow 5-7 days for  
delivery and processing):  
SHOP Marketplace  
PO Box 2130  
South Portland ME 04116

For SHOP Marketplace enrollment, billing, and payment  
questions, call the SHOP Call Center at 1-800-706-7893.  
TTY users should call 711 to access a representative. For  
more information visit [HealthCare.gov](http://HealthCare.gov).

THIS IS NOT A BILL



SHOP Marketplace  
PO Box 2130  
South Portland ME 04116

Amount due will be collected via autopay on  
the payment due date.

Payment due date	February 01, 2014
Invoice number	000000001
Total amount due	\$4270.00

**DO NOT PAY**

Write amount enclosed here. \_\_\_\_\_

Amount due will be collected via autopay on  
the payment due date.

SHOP Marketplace  
PO BOX 2130

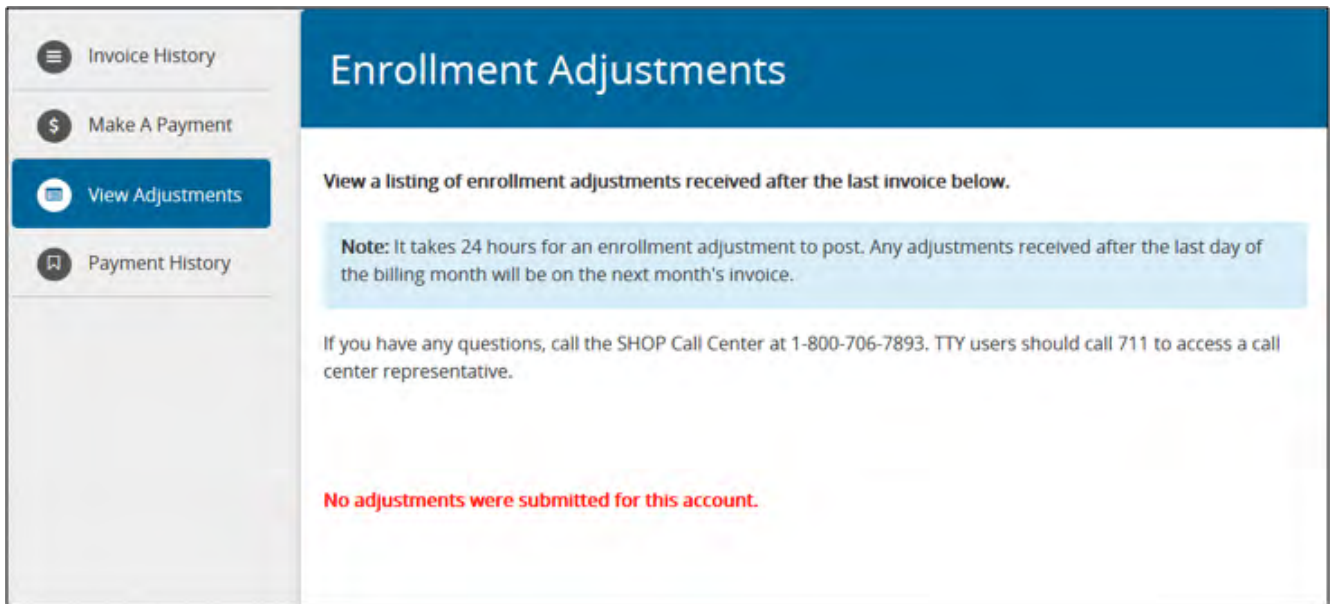
## View adjustments

Select the **View Adjustments** link to see any changes made to the employer's enrollment on the **Enrollment Adjustments** page. The employer's monthly premium may increase or decrease based on any changes to their group enrollment (like adding or deleting employees or dependents) during the past month.

On the **View Adjustments** page, you'll see:

- Date of adjustment
- Adjustment transaction description
- Employee name
- Amount of adjustment
- **Note:** A parenthesis ( ) means the employer's premium amount due was reduced.
- Status of adjustment





### Payment history

Select the **Payment History** tab to see up to 15 months of payment history, including the payment date, amount paid, method of payment, and status of payment.

If an employer's payment didn't process in good standing (like if there are insufficient funds), the payment status will show **"FAILED"**.

### Get answers to your questions

If you have questions about billing or other SHOP Marketplace questions, contact the SHOP Call Center at 1-800-706-7893, Monday – Friday, 9 a.m. – 7 p.m. EST. TTY users should call 711 to reach a call center representative.

For more information on the SHOP Marketplace, visit [HealthCare.gov/small-businesses](https://HealthCare.gov/small-businesses).